

# IMECOM DM FAX SERVER SOLUTIONS

Comprehensive network fax server solutions for all your enterprise faxing and electronic document delivery needs.

DATASHEET

## OVERVIEW

**DM Fax Server™**, part of the Use it Messaging product family, is an established leader in network fax server, fax software, document delivery, and fax over IP solutions. DM Fax Server provides strong, reliable fax software solutions that enable organizations to attain significant cost savings by integrating and streamlining fax, electronic documents, and paper through a single solution.

By using DM Fax Server, companies can reliably deliver documents and information from virtually any type of application via fax, FoIP, email, print, and the Web. Take advantage of DM Fax Server's strong network fax and document delivery features to more effectively communicate with customers and partners, and conduct your business.

### DM Fax Server for Enterprise Network Faxing

DM Fax Server provides the total package for enterprise fax and electronic document delivery, offering features for desktop fax, email fax, fax over IP, MFP fax, production fax, automated document delivery, inbound fax routing, and more. With over 19 years of experience, Imecom has solidified itself as a true market leader in network fax, fax software, and document delivery. DM Fax Server provides comprehensive features and solutions that help companies, large and small – meet document delivery demands.

Utilize DM Fax Server to increase user productivity, improve communication, lower costs, streamline document delivery and receipt, meet compliance regulations, and drive revenue.

### DM Fax Server for Desktop and Email Faxing

DM Fax Server desktop faxing solutions allow users to send and receive faxes directly from their individual desktop PCs and email applications. The days of walking to the fax machine to send or retrieve fax documents is over. Use DM Fax Server to increase user productivity, streamline document delivery and receipt, improve customer service, and lower costs.

### DM Fax Server for Fax over IP

DM Fax Server for Fax over IP provides cost-effective real-time fax transmission and receipt over IP (Internet Protocol). Faxes are routed over the Internet from start to finish, eliminating long-distance telephone toll charges. With Fax over IP, organizations can consolidate network fax, voice, and data services under a single communication infrastructure.

### DM Fax Server for Production Fax and E-Document Delivery

The DM Fax Server Application Connector can integrate with virtually any business or enterprise application to provide automated delivery and receipt of important documents such as invoices, purchase orders, reports, and statements. Enhance and extend your existing applications with market-leading document delivery technology to better communicate with your customers, partners, and suppliers.

## ABOUT IMECOM GROUP

Imecom Group began developing and selling fax server software and image conversion/printer driver software in 1989. Headquartered in New Hampshire, Imecom Group presently supports over 12,000 solutions in 62+ countries, and we're growing fast. As we continue to reach new technology levels, one thing remains constant: excellent customer support. Imecom Group maintains the highest quality level of customer support services in our market. It is one of the many reasons companies such as Alticor, Sears, Cigna, Johnson & Johnson Healthcare, Cerner, and others choose to implement our technology. We do not, and will not, forget that it is our customers who help us be successful.

Imecom Group's main products and solution include the DM Fax Server, part of the Use it Messaging product family, and Print-2-Image. DM Fax Server is a true enterprise network fax server solution that offers desktop faxing, email to fax and fax to email capabilities, and numerous fax and e-document delivery integrations for everyday applications. Print-2-Image is a robust image conversion software solution that functions like a printer and provides fast, high-quality image rendering.

Imecom Group's products and support services introduce newer, more efficient ways to process, deliver, and receive mission-critical information, resulting in improved productivity and increased cost savings.



## DM FAX SERVER FOR ENTERPRISE NETWORK FAX AND DOCUMENT DELIVERY

Send and receive faxes from individual desktop PCs, email clients, web browsers, MFP devices, and any program or application. The DM Fax Server offers a wide array of features and integration options that enable companies to design and implement a comprehensive network fax server solution to meet fax and document deliver demands.

- Send faxes from desktop PCs, email clients, web browsers, virtually any type of application, and MFP devices
- Receive faxes and route them to desktop PCs, email inboxes, network folders/shares, network printers, web servers, workflows, document management systems, and databases
- Runs on Microsoft Windows Server 2008/2003/2000 operating system platform – any edition
- Supports both 32-bit and 64-bit Windows Server operating system architecture
- Client-side applications support Microsoft Windows7, Windows Vista, Windows XP, and Windows 2000 Professional – 32-bit and 64-bit versions
- Seamless integration with all common email server/client applications, including Microsoft Exchange, Novell GroupWise, Lotus Notes, and SMTP
- SMTP Email Fax Connectors support faxing through any SMTP-based email system
- Supports multiple database platforms, including SQL Server, Oracle, and Microsoft Access
- Supports SQL Server 2008/2005/2000 and SQL Express (or MSDE)
- Automatic inbound fax routing based on DID, DNIS, DTMF, OCR, Inbound fax line, and more
- Receive faxes as PDF or TIF files – no additional purchase required
- Intelligent Least Cost Routing (LCR) options help companies reduce long distance telephone toll charges
- Built-in SMS features for SMS messaging
- MFP integration options help consolidate faxing, scanning, printing, and copying
- MFP integrations for HP, Xerox, Lexmark, IKON, NSI, EFI, and other MFP devices and solutions
- Fully customizable fax cover page options
- Fax cover page assignment by entire organization, department, user, or integration connector
- Automatic server-side fax cover page selection and population reduces the work load on the end users
- Supports Terminal Server and Citrix environments
- Flexible and scalable architecture enables companies to easily expand fax channel/line capacity and add connectors and modules for additional features
- Supports Fax over IP for routing fax traffic over the Internet – eliminating long distance telephone toll charges
- FoIP compatible with IP-PBX and VoIP gateways from Cisco, Avaya, Alcatel, Quintum, and Dialogic
- Load-balancing for redundant fax delivery and receipt
- Supports Microsoft Windows 2008/2003/2000 Clustering for full redundancy and fault tolerance
- LDAP connectors for integration with main network directories
- Direct integration with Microsoft Active Directory
- Direct integration with Novell eDirectory
- Direct integration with Lotus Domino Directory
- Centralized MMC-based administration interface featuring individual snap-ins for different components
- Supports Microsoft Office 2007/2003/XP/2000
- Fax delivery confirmations display information about each fax job submitted, including fax status and transmission result. Reports are emailed back to originator
- Built-in TIFF viewer for viewing fax images
- Supports Dialogic Brooktrout intelligent fax boards, including TR1034, SR140, and TruFax Series
- Supports VMware ESX virtual server platform when Brooktrout SR140 is used
- Automated fax archival for all sent and received faxes with quick search and retrieval
- Comprehensive, detailed reporting features for fax system and traffic analysis
- Perfect for companies both large and small
- Flexible channel and user license options available
- Modular architecture allows companies to design a fax server that meets specific needs and requirements
- Extensive dialing rules and restrictions available for outbound fax control
- Control which users are allowed to send faxes, who can send faxes outside the company, who can select cover pages, apply high-priority to faxes, and more
- Supports Microsoft Exchange 2010/2007/2003/2000
- Supports Novell GroupWise versions 8, 7, 6, 5, and 4
- Supports IBM/Lotus Notes R8, R7, R6, and R5
- Desktop print-to-fax clients and drivers available for Windows 7, Windows Vista, Windows XP, and Windows 2000
- Administrative alerts via email, SNMP, SMS, and other messaging options

## DM FAX SERVER FOR DESKTOP AND EMAIL FAXING

DM Fax Server enables desktop users to send and receive faxes from their individual desktop PCs, email applications, web browsers, and any program or application. Replace traditional fax machines with a complete network fax solution and realize the potential cost savings.

- Send and receive faxes right from the desktop PC
- Increase user productivity – desktop faxing is 5-6 times faster than traditional faxing using a fax machine
- Seamless integration with all common email systems and clients
- Send faxes just like you do emails
- Receive faxes via email in your email inbox
- Receive faxes as PDF or TIF files
- Supports Microsoft Exchange 2007/2003/2000
- Supports Novell GroupWise versions 7, 6, 5, and 4
- Supports IBM/Lotus Notes R8, R7, R6, and R5
- SMTP email fax connector integrates faxing into any SMTP email system
- Supports Microsoft Office 2007/2003/XP/2000
- Fax commonly used document types, including MD Office, PDF, HTML, GIF, JPG, BMP, spreadsheets, TXT, AutoCAD, and more
- Deploy email fax to end users without installing any client software at all
- Use your web browser to send and receive faxes – either through web-based email access or the DM Fax Server Web Client
- Supports Outlook Web Access (OWA)
- Supports GroupWise Web Access (GWA)
- Supports Lotus iNotes
- Supports broadcast faxing and large fax job processing
- Flexible outbound fax options allow for delaying specific fax jobs based on recipient count, page count, etc.
- Flexible cover page creation and assignment
- Assign cover pages to the entire organization, departments, individual users, or DM Fax Server connectors
- On-the-fly cover page selection for end users
- Route inbound faxes to desktop PCs, email inboxes, network folders, printers, web servers, workflows, and document imaging systems
- Inbound routing based on DID, DNIS, DTMF, OCR, inbound fax line, and more

- LDAP connectivity to main network directories for leveraging user accounts and user account information
- Direct integration with Microsoft Active Directory
- Direct integration with Novell eDirectory
- Direct integration with Lotus Domino Directory
- Assign fax DID numbers right in your main network directory
- Populate fax cover pages with information stored in your main network directory
- Assign cover pages based on your network directory hierarchy
- Leverage your email system address books to store and manage fax contacts and recipients
- Supports Microsoft Outlook Contacts
- Supports Novell GroupWise Address Books
- Supports Lotus Notes Address Books
- Scan-to-fax using any twain-compliant scanner or MFP device

## DM FAX SERVER FOR FAX OVER IP

With an increasing number of companies migrating to voice over IP, it is important to consider the impact VoIP has on network fax services. With Fax over IP, companies can consolidate fax, voice, and data services under a single network. Routing fax traffic over IP also provides significant cost savings as long-distance telephone tolls are eliminated. DM Fax Server includes support for faxing through various IP-PBX and VoIP gateway products.

- Send and receive faxes over Internet Protocol for reduced fax service telephone costs
- Supports industry standard T.38 protocol for FoIP
- “Boardless” option available – no fax board hardware required
- Supports Dialogic Brooktrout TR1034 and SR140 series fax board products
- Supports VMware ESX virtual server platform using the Dialogic Brooktrout SR140 “boardless” software
- Compatible with Cisco CallManager and Cisco VoIP Router and Gateway equipment
- Compatible with Avaya Communication Manager and Avaya Media Gateway Services
- Compatible with Alcatel OmniPCX Enterprise
- Compatible with Quintum Tenor Series
- Compatible with Dialogic IMG 1010
- Supports SIP and H.323 call control protocols (and MGCP for Cisco)
- Simplifies fax administration by consolidating voice, fax, and data onto a single network

- Eliminates traditional hardware lifecycle maintenance and replacement as there is no fax board required for FoIP
- Eliminates PCI slot technology conflicts
- Reduces PBX maintenance and upgrade costs
- Eliminates fax port maintenance on the PBX system
- Leverages existing IP infrastructure
- Eliminates the need to deploy, manage, and maintain remote DM Fax Server systems as fax traffic is routed over IP and not the PSTN
- Speeds deployment – no more waiting for PSTN circuits to be deployed for faxing
- Need more than fax – deliver your documents in PDF format via email
- Automatically post documents and information to internet or intranet servers, web portals, and file servers
- Automatic archival of document output – TIF or PDF
- Automatically add and apply form overlays to data streams and documents
- Includes features for delayed transmission, batch job processing, and priority delivery
- Email delivery reports to static or dynamic email users
- Automatically update your origin application with job status – success, processing, failed, etc.

## DM FAX SERVER FOR PRODUCTION FAX AND E-DOCUMENT DELIVERY

The DM Fax Server and DM Application Connector represent a complete production fax and electronic document delivery solution for companies that need to automatically delivery mission-critical documents – purchase orders, invoices, statements, reports – via fax, fax over IP, email, print, SMS, FTP, and the Internet. DM Fax Server production fax solutions integrate with virtually any application for secure, automated document delivery and receipt. Use DM Fax Server to communicate your business information securely and efficiently, all while lowering your operational costs.

- Automatically deliver documents via several distribution channels – fax, email, print, the Internet, and SMS
- Integrates with back-office enterprise applications seamlessly without impacting the origin application or original data
- Supports multiple methods for data capture – directory polling, print capture, FTP
- Use ASCII or XML command files to customize job processing delivery, and reporting
- Apply specific formatting to data streams and documents when applicable
- Fax-enable your ERP and CRM applications
- Integrates with host-based applications, including UNIX and AS/400 platforms
- Fax-enable any web-based application using XML commands
- Processes Post Script and PCL files with the ability to scan such files and extract recipient information, i.e. fax number.
- Can be used with multiple applications within the company
- Perfect for companies looking to automate the delivery of important documents – purchase orders, invoices, and statements
- Integrates with mainframe applications for programmatic faxing

## DM FAX SERVER ADD-ON CONNECTORS AND MODULES

### DM Email Fax Connector for Microsoft Exchange

- Send, receive and manage faxes through Microsoft Exchange and Microsoft Outlook
- Supports Microsoft Exchange 2010/2007/2003/2000 and Microsoft Office Outlook 2010/2007/2003/XP/2000
- Integrates with Microsoft Active Directory

### DM Email Fax Connector for Novell GroupWise

- Send, receive and manage faxes through Novell GroupWise
- Supports Novell GroupWise versions 8, 7, 6, and 5
- Integrates with Novell eDirectory

### DM Email Fax Connector for Lotus Notes

- Send, receive and manage faxes through IBM Lotus Notes
- Supports Lotus Notes R8, R7, R6, and R5
- Integrates with Lotus Domino Directory

### DM Email Fax Connector for SMTP

- Send, receive and manage faxes through any SMTP-enabled email server/client
- Integrates with LDAP-compliant directory systems

### DM Application Connector

- Automatically delivery documents from virtually any application via fax, email, the Web, print, and SMS
- Integrates with ERP, CRM, host, legacy mainframe, AS/400, UNIX, and web-based applications
- Multiple data capture methods
- Numerous delivery outputs
- Notifications and status reporting available

### DM Scan Connector for MFPs

- Fax documents directly from your MFP device via the DM Fax Server
- Supports MFP devices and solutions from HP, Xerox, Lexmark, IKON, NSI, EFI, and others
- Consolidate scanning, printing, copying and fax into a single unified solution

### DM File Connector

- Automatically route inbound faxes to one or multiple network folders
- Supports PDF and TIF formats
- Perfect option for inbound fax routing to workflows and content management systems

### DM Fax Archives Module

- Automatically archive sent and receiving faxes with features for quick search and retrieval

### DM Alarms Module

- Monitor DM Fax Server system performance levels
- Send alerts to system administrators via email, Windows Messaging, SNMP, SMS
- Automatic error correction configuration – kill a process, restart a service, launch an application, or reboot a remote machine

### DM FaxStats Reporting Module

- Generate detailed reports on DM Fax Server system information
- Report on system uptime and downtime, fax traffic statistics, most active users, error frequency and more
- Report generation in Microsoft Excel format
- Report customization available

## WHY CHOOSE IMECOM

### Proven Reliability and Stability From a Market Leader

- Over 11,000 installations in 62 countries
- Recognized by customers for superior reliability and excellent technical support
- Comprehensive integration options for leading technology products
- Used by many Fortune 500 companies, including Sears, Johnson & Johnson, Cigna Healthcare, and Metlife.

### Flexibility and Versatility in a Fax Server Solution

- Deliver any document from any application via fax, email, the Internet, print, and file.
- Add-on connectors provide seamless integrations with all common email systems, ERP, CRM, document management, host, mainframe, and many other business applications
- Expand the use of multifunction devices - fax hard copy documents right from any Xerox, HP, Ricoh, Cannon, Lexmark, or other multi-function products

### Intuitive Design With Robust Architecture

- Runs on Microsoft Windows Server 2008/2003/2000 Server platforms – 32-bit and 64-bit
- Supports Microsoft SQL server, Oracle, and Microsoft Access database engines
- LDAP connectivity to Microsoft Active Directory, Novell eDirectory, Lotus Domino Directory and other LDAP-compliant directory systems
- Centralized MMC administration
- Intuitive add-on fax connectors for fax to email and email to fax
- Secure, confirmed electronic document delivery
- Automatic inbound fax routing using DID, OCR, CSID, inbound fax line, and more

### Ease of Use, Installation, and Management

- Sending faxes is as easy as emailing or printing a document
- Receive faxes right to your mailbox, desktop, printer, web browser, or any network folder
- Seamless integration with all common email systems and email clients
- Integrated, automated electronic document delivery from all business applications
- Centralized MMC administration
- LDAP connectivity
- Detailed tracking, notification and reporting tools

### Superior Technical Support Services

- Telephone, email, and web-based technical support
- Optional 24x7x365 technical support coverage that's always available
- Direct support from Imecom Group - no 3rd party product or vendor support
- Fast response time - no automated phone system, no phone tag, and no minimum wait period
- Automatic software upgrades and updates
- Implementation and training services available

# System Requirements

## DM FAX SERVER HARDWARE REQUIREMENTS

Recommended	Minimum
<ul style="list-style-type: none"> <li>• Intel Pentium IV (or equivalent) 2GHz Processor</li> <li>• 1 GB RAM</li> <li>• 40 GB Hard Disk</li> <li>• Network Interface Card (NIC)</li> <li>• VGA adapter and monitor</li> <li>• CD-ROM Drive</li> </ul>	<ul style="list-style-type: none"> <li>• Intel Pentium III (or equivalent) 500MHz Processor</li> <li>• 512 MB RAM</li> <li>• 20 GB Hard Disk</li> <li>• Network Interface Card (NIC)</li> <li>• VGA adapter and monitor</li> <li>• CD-ROM Drive</li> </ul>

## SUPPORTED OPERATING SYSTEMS

DM Fax Server – Server Software	DM Fax Server – Client Applications
<ul style="list-style-type: none"> <li>• Windows Server 2008 Enterprise Edition (x32 and x64)</li> <li>• Windows Server 2008 Standard Edition (x32 and x64)</li> <li>• Windows Server 2008 Cluster (x32 and x64)</li> <li>• Windows Server 2003 Enterprise Edition (x32 and x64)</li> <li>• Windows Server 2003 Standard Edition (x32 and x64)</li> <li>• Windows Server 2003 Cluster (x32 and x64)</li> <li>• Windows 2000 Advanced Server</li> <li>• Windows 2000 Server</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 7 (x32 and x64)</li> <li>• Windows Vista (x32 and x64)</li> <li>• Windows XP Professional SP2 (x32 and x64)</li> <li>• Windows 2000 Professional SP2</li> </ul>

## VMWARE \*

Dialogic Brooktrout SR140	VMware
<ul style="list-style-type: none"> <li>• SR140 SDK 5.1.3 or later (TR1034 is not compatible with VMware at this time)</li> <li>• VMware ESX Server version 3.0.1 or later within the 3.0.x product line or ESXi Server 4.0.0 or later using Windows</li> <li>• Windows Server 2008 Enterprise &amp; Standard Editions</li> <li>• Windows 2003 Enterprise Edition, Service Pack 2</li> <li>• Windows 2003 Standard Edition, Service Pack 2</li> <li>• Windows 2000, Service Pack 4</li> </ul>	<p>The VMware virtual environment created for SR140 must meet SR140 minimum requirements as well as the minimum processor emulated by VMware, which is the Xeon processor. Therefore, the minimum requirements of the virtual machine presented to SR140 are:</p> <ul style="list-style-type: none"> <li>• Single Xeon Processor - 2 GHz</li> <li>• 512 MB memory</li> </ul> <p>This results in approximately 15% CPU utilization when running 120 simultaneous SR140 faxes.</p>

\* The Dialogic Brooktrout SR140 must be used in order to run the DM Fax Server on a VMware platform. Traditional PCI-based fax cards are not supported.

## SUPPORTED FAX BOARD PRODUCTS

Dialogic Brooktrout
<ul style="list-style-type: none"> <li>• TR1034 Series - T1, PRI, E1, BRI, Analog, and Analog DID fax boards</li> <li>• SR140 Series - "Boardless" fax board software</li> <li>• TruFax Series - Analog fax boards</li> </ul>

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